

**VENDOR MANAGEMENT EVALUATION**

Agency: \_\_\_\_\_

**On-site Visit Interview Of Local Agency WIC Staff and/or Observation**

Date: \_\_\_\_\_

Completed by: \_\_\_\_\_

Item	Yes	No	NA	Comments, if applicable
<b>Vendor Check Security</b>				
Review the VENDOR REPLACEMENT CHECK PACKING LIST. • Has the list been signed and dated by the vendor manager and filed?				
Look at the replacement check inventory. • Are the replacement checks being stored in a secure/locked location?				
Is the vendor approval stamp being stored in a secure/locked location?				

**Interview Questions****Vendor Management Staff**

Who is your Local Agency WIC Vendor Manager? \_\_\_\_\_

Which staff person(s) has/have access to and uses the vendor approval stamp? \_\_\_\_\_

**Vendor Complaints**

(Interview a staff person who is not the vendor manager) If a client tells you at their WIC check pick up appointment that the cashier did not let them get the extra can of orange juice with a "Buy One, Get One Free Special" the last time they were using their WIC checks at "Main Street Market", what would you do?

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(Interview a staff person who is not the vendor manager) What would you do if the following occurred? One of your clients calls your agency at 8:30 am to tell WIC staff that when they were at the grocery store, "Red & White" last night the store did not have four cans of Enfamil with iron, 16 oz. powder. There were 2 cans of powder on the shelf. The cashier told the shopper that she could have the 2 cans of powder and substitute 2 cans of 13 oz. concentrate for the other 2 cans of powder, since they were out. When the shopper questioned substituting, the cashier said that it was okay, as WIC did **not** allow any rain checks so this was the next best thing.

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(To be completed by the Local Agency WIC Vendor Manager) Please relate a recent complaint that your agency received regarding one of your WIC vendors. Describe the complaint and the follow-up that was conducted with the retailer.

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## **Monitoring**

Does the Local Agency WIC Vendor Manager have a system in place to track the return of the Nebraska WIC Program Check Receipt Card? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

If yes, describe the system used to track the cards. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What are the most common types of problem checks that you see?

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\_\_\_\_\_  
\_\_\_\_\_

What do you think Local and State WIC Vendor Management staff should do to help alleviate these types of problem checks?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you contact the State WIC Vendor Management Coordinator(s) when you have a question about a problem WIC check and/or transaction?

\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Why is it important to contact the State WIC Vendor Management Coordinator(s) when follow-up on a problem check is uncertain?

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\_\_\_\_\_  
\_\_\_\_\_

## **Changes in Store Status**

How do you handle a store name and/or address change? \_\_\_\_\_

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\_\_\_\_\_  
\_\_\_\_\_

How do you handle a store ownership change? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What do you do if a retailer wishes to apply for WIC? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What are some of the continuing problems your agency is having with vendors?

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Any other comments regarding WIC Vendor Management from your valuable perspective as the Local Agency WIC Vendor Manager are welcome.

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Agency Staff Person(s) Interviewed

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